

Vacancy Announcement



U.S. Embassy Copenhagen

ANNOUNCEMENT NUMBER: VA 11-12	SUBJECT: General Services Supervisor	August 23, 2011
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OPEN TO: All interested candidates/All sources

POSITION: General Services Supervisor

OPENING DATE: August 23, 2011

CLOSING DATE: September 9, 2011

WORK HOURS: Full-time; 40 hours per week

SALARY: **Ordinarily Resident (OR) 482,212 p.a. FSN 9**
(Applicant may be appointed at a lower grade).

Non-Ordinarily Resident (NOR) \$50,043.00 p.a. FP 5
(Salary will be determined by EUR/IO-HR)

ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION. Copies of Work/Residency permits must be included with your application to be considered for the position.

The American Embassy in Copenhagen is seeking an individual to fill the position of General Services Supervisor in General Services Office, as a member of the Management section team.

BASIC FUNCTION OF THE POSITION.

The senior LES employee in the General Services Office who serves as primary deputy to the General Services Officer (GSO). Reporting to the GSO, the incumbent supervises the

Communications Clerk, Logistic Clerk, Property Manager and Motor Pool Supervisor and overseas activity in their respective work units. Responsible for managing communications contracting, logistics, property management, and motor pool services. Serves as office lead on special projects, complex multi-week issues, large procurement actions and VIP visits, as required. Works with the Housing Assistant on real estate issues as required. Assists the Management Officer and GSO in negotiations with the local government, contractors, customers, and landlords. Serves as GSO in the GSO's absence.

A copy of the complete position description listing all major duties and responsibilities is attached at the end of the Vacancy Announcement.

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

- 1. Education:** University degree in business, organization, or economic science required.
- 2. Prior Work Experience:** 5 years of experience in customer service, including experience in handling complicated tasks, and 2 years of experience in supervision and management.
- 3. Language Proficiency:** Danish level 3/3 (good working knowledge) and English level 4/4 (fluent) required. **(Language proficiency will be tested).**
- 4. Job Knowledge:** Must have a good knowledge of local practices and customs (including knowledge of market and of reliability and capability of suppliers).
- 5. Skills and Abilities:** Must possess ability to organize, manage, and provide supervision and guidance to employees in the GSO section. Must have strong interpersonal skills and customer service focus. Must be organized and self reliant.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.

1. Current employees serving a probationary period are not eligible to apply.

2. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
3. Currently employed U.S. Citizen EFM's who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY: Interested candidates for this position must submit a cover letter specific for this position and the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae that provides the same information found on the UAE (*see Appendix B*); **or**
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**
Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
4. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

You may leave out Personally identifiable information (PII) to protect your identity when forwarding your application e.g. your social security number.

SUBMIT APPLICATION TO

Interested applicants may apply for this position by filling out the DS 174-Universal Application for Employment form and emailing it to: CopenhagenHRVacancy@state.gov

To view the DS 174-Universal Application for Employment form (UAE) & application instructions, please click on below:

<http://www.state.gov/documents/organization/136408.pdf> .

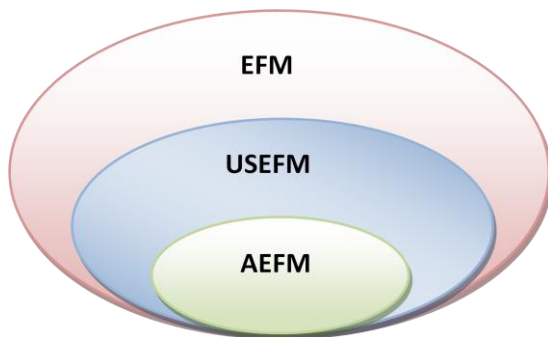
Your e-mail must state the vacancy announcement number and your name in the subject line.

CLOSING DATE FOR THIS POSITION: 9 September, 2011

The U.S. Mission in Copenhagen provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;

- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. U.S. Citizen Eligible Family Member (USEFM): For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. Appointment Eligible Family Member (AEFM): EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed *service* member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. Member of Household (MOH): An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No*; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (*Yes or No*)

- J. Special Accommodations the Mission needs to provide (*Yes or No; if yes, provide explanation*)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References

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<p>ANNOUNCEMENT NUMBER: 11-12</p>	<p>SUBJECT: General Services Supervisor</p> <p>MAJOR DUTIES AND RESPONSIBILITIES</p>	<p>DATE: August 23, 2011</p>
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14. Major Duties and Responsibilities

Provides direct supervision, oversight and guidance to 4 LES unit supervisors: Communications Clerk, Logistics Clerk, Property Manager, Motor Pool Supervisor. Manages activities of all supervised units and does follow-up on progress towards goals and objectives, reporting to the GSO. Follows the section's performance, determining corrective actions as needed and reporting problems to the GSO. Plans, budgets, and overseas the work in the units supervised. Participates in selection of new GSO employees.

Serves as project lead on large, high-profile, or mission critical projects, as required. Depending on the nature of a project, consults GSO, Facilities Manager, RSO, heads of other sections/agencies, etc. to plan and coordinate. Does follow-up and reports to the GSO. In conjunction with the Housing Assistant, Facilities Manager, and General Services Officer, plans for and executes summer transfer seasons.

Acts as the Office's Deputy, providing the GSO with counsel on all matters concerning General Services Operations in Copenhagen. Works with the Housing Assistant to identify, negotiate for, and maintain leased properties, at the discretion of the GSO. Along with the GSO and Housing Assistant creates and maintains correspondence with customers, landlords, and contractors. Participates, when required, in any meetings, calls, or other interactions regarding real estate.

Tracks, prepares, and completes all required reports and reporting for the GSO's approval.

Prepares and proofs letters and other official documents for GSO signature. When designated by the GSO to be Contracting Officer's Representative, acts as liaison to contractors and takes appropriate action. Maintains GSO document files and responsible for ensuring that GSO records are maintained as required by post policy.

Other duties as required.